1		WASHINGTON JANCIAL INSTITUTIONS
2	DEPARTMENT OF FINANCIAL INSTITUTIONS CONSUMER SERVICES DIVISION	
3	IN THE MATTER OF DETERMINING	NO. C-03-116-04-SC01
4	Whether there has been a violation of the Mortgage Broker Practices Act of Washington by:	
5	LENDERS MANAGEMENT GROUP, INC., dba QPOINT HOME MORTGAGE LOANS-	STATEMENT OF CHARGES and NOTICE OF INTENTION TO ENTER
6	WATERFRONT PARK, DEANNE M. GONIA, President, Owner and	AN ORDER TO CEASE AND DESIST, REVOKE LICENSE, IMPOSE FINE, PAY
7	Designated Broker, and STEPHEN F. KAFER, Vice-President and Owner	RESTITUTION, PROHIBIT FROM INDUSTRY, AND COLLECT INVESTIGATION FEES
8	Respondents.	
9		
10	INTRO	DDUCTION
11	Pursuant to RCW 19.146.220 and RCW 19.146.223, the Director of the Department of Financial	
12	Institutions of the State of Washington ("Director") is responsible for the administration of chapter 19.146 RCW,	
13	the Mortgage Broker Practices Act ("Act"). The referen	ced statutes (RCW) and rules (WAC) are attached, in
14	pertinent part. After having conducted an investigation p	pursuant to RCW 19.146.235, and based upon the facts
15	available as of January 26, 2004 the Director institutes the	nis proceeding and finds as follows:
16	I. FACTUAI	ALLEGATIONS
17	1.1 Respondents:	
18	A. Lenders Management Group, Inc.,	dba Qpoint Home Mortgage Loans-Waterfront Park
19	("Respondent LMG") was issued an interim license by	the Department of Financial Institutions of the State of
20	Washington ("Department") to conduct business as a N	Mortgage Broker on September 2, 1997, and a permanent
21	license on November 25, 1997. Respondent LMG has continued to be licensed to date.	
22	B. DeAnne M. Gonia ("Respondent Gor	nia"), President and co-owner of Respondent LMG, was
23	named Designated Broker on September 2, 1997, and has continued as Designated Broker to date.	
	C. Stephen F. Kafer ("Respondent Kafe	r"), is Vice-President and co-owner of Respondent LMG.
24 25	1 STATEMENT OF CHARGES C-03-116-04-SC01 Lenders Management Group	DEPARTMENT OF FINANCIAL INSTITUTIONS Division of Consumer Services 150 Israel Rd SW

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Altered Mortgage Broker's license discussed in 1.4 above;
Completed broker agreement form for Lenders Management Group listing "Qpoint
Home Mortgage Loans" as the dba and signed by DeAnne M. Gonia;
2

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Lenders Management Group

Prohibited Acts: Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.0201(1) for directly or indirectly employing a scheme, device, or artifice to defraud or mislead borrowers or lenders or defraud any person, and RCW 19.146.0201(2) for engaging in an

Unlicensed Name: Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.250 and WAC 208-660-125(3) for operating and advertising under a name other than the one under which its license was issued without obtaining the written consent of the Director.

Authority to Issue an Order to Cease and Desist: Pursuant to RCW 19.146.220(2)(d)(i), the Director may issue an order directing a licensee, its employees or loan originators, or other persons subject to the Act to cease and desist from conducting business in a manner that is injurious to the public or violates any provision of this

Authority to Revoke License: Pursuant to RCW 19.146.220(2)(b)(iv) and WAC 208-660-160(14), the Director may revoke a license for any violation of RCW 19.146.0201(1) through (9) by the licensee, and for any act of misrepresentation or fraud by the licensee in any aspect of the conduct of the mortgage broker business or

Authority to Impose Fine: Pursuant to RCW 19.146.220(2)(c)(i) and WAC 208-660-165, the Director may impose fines on a licensee for any violation of RCW 19.146.0201(1) through (9).

Authority to Issue an Order for Payment of Restitution: Pursuant to RCW 19.146.220(2)(d)(ii), the Director may issue an order directing a licensee, its employee or loan originator to pay restitution to an injured

Authority to Prohibit from the Industry: Pursuant to RCW 19.146.220(2)(e)(i), the Director may prohibit from participation in the conduct of the affairs of a licensed mortgage broker, any officer, principal, employee, or loan originator of any licensed mortgage broker or any person subject to licensing under the Act

STATEMENT OF CHARGES C-03-116-04-SC01 Lenders Management Group

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EPARTMENT OF FINANCIAL INSTITUTIONS
Division of Consumer Services
150 Israel Rd SW
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1	other information relating to Respondent Management Lender Group's mortgage broker business, and the name, address and telephone number of the individual responsible for maintenance of such records		
2	in compliance with the Act.		
3	IV. AUTHORITY AND PROCEDURE		
4	This Statement of Charges and Notice of Intention to Enter an Order to Cease and Desist, Revoke License,		
5	Impose Fine, Pay Restitution, Prohibit from Industry, and Collect Investigation Fees is entered pursuant to the		
6	provisions of RCW 19.146.220, RCW 19.146.221, RCW 19.146.223 and RCW 19.146.230, and is subject to		
	the provisions of chapter 34.05 RCW (The Administrative Procedure Act). Respondents may make a written		
7	request for a hearing as set forth in the NOTICE OF OPPORTUNITY TO DEFEND AND OPPORTUNITY		
8	FOR HEARING accompanying this Statement of Charges and Notice of Intention to Enter an Order to Cease		
9	and Desist, Revoke License, Impose Fine, Pay Restitution, Prohibit from Industry, and Collect Investigation		
10	Fees.		
11			
12	Dated this <u>26th</u> day of January, 2004		
13			
14	/S/ CHUCK CROSS		
15	Acting Director and Enforcement Chief Division of Consumer Services		
16	Department of Financial Institutions		
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24	6 STATEMENT OF CHARGES DEPARTMENT OF FINANCIAL INSTITUTIONS		

- 1		
1	RCW 19.146.0201 Loan originator, mortgage broker Prohibitions Requirements. It is a violation of this chapter for a loan originator, mortgage broker required to be licensed under this chapter, or	
2	mortgage broker otherwise exempted from this chapter under RCW 19.146.020(1) (d) or (f) in connection with a residential mortgage loan to:	
3	(1) Directly or indirectly employ any scheme, device, or artifice to defraud or mislead borrowers or lenders or to defraud any person;	
4	(2) Engage in any unfair or deceptive practice toward any person;	
5		
6	[1997 c 106 § 3; 1994 c 33 § 6; 1993 c 468 § 4.]	
7	RCW 19.146.220 Director Powers and duties Violations as separate violations Rules. (1) The director shall enforce all laws and rules relating to the licensing of mortgage brokers, grant or deny licenses to mortgage brokers, and hold hearings.	
8	(2) The director may impose the following sanctions:	
9	(a) Deny applications for licenses for: (i) Violations of orders, including cease and desist orders issued under this chapter; or (ii) any violation of RCW 19.146.050 or 19.146.0201 (1) through (9);	
10	(b) Suspend or revoke licenses for:	
11	(i) False statements or omission of material information on the application that, if known, would have allowed the director to deny the application for the original license;	
12	(ii) Failure to pay a fee required by the director or maintain the required bond;	
13	(iii) Failure to comply with any directive or order of the director; or	
14	(iv) Any violation of RCW <u>19.146.050</u> , <u>19.146.060</u> (3), <u>19.146.0201</u> (1) through (9) or (12), <u>19.146.205</u> (4), or <u>19.146.265</u> ;	
15	(c) Impose fines on the licensee, employee or loan originator of the licensee, or other person subject to this chapter for	
16	(i) Any violations of RCW <u>19.146.0201</u> (1) through (9) or (12), <u>19.146.030</u> through <u>19.146.080</u> , <u>19.146.200</u> , <u>19.146.205</u> (4), or <u>19.146.265</u> ; or	
17	(ii) Failure to comply with any directive or order of the director;	
18	(d) Issue orders directing a licensee, its employee or loan originator, or other person subject to this chapter to:	
19	(i) Cease and desist from conducting business in a manner that is injurious to the public or violates any provision of this chapter; or	
20	(ii) Pay restitution to an injured borrower; or	
21 22	(e) Issue orders removing from office or prohibiting from participation in the conduct of the affairs of a licensed mortgage broker, or both, any officer, principal, employee, or loan originator of any licensed mortgage broker or any person subject to licensing under this chapter for:	
23	(i) Any violation of <u>19.146.0201</u> (1) through (9) or (12), <u>19.146.030</u> through <u>19.146.080</u> , <u>19.146.200</u> , <u>19.146.205</u> (4) or <u>19.146.265</u> ; or	
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Appendix - Pertinent Mortgage Broker Statutes & Rules

25

DEPARTMENT OF FINANCIAL INSTITUTIONS

Division of Consumer Services

Olympia, WA 98504-1200

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RCW 19.146.230 Administrative procedure act application.

The proceedings for denying license applications, issuing cease and desist orders, suspending or revoking licenses, and imposing civil penalties or other remedies issued pursuant to this chapter and any appeal therefrom or review thereof shall be governed by the provisions of the administrative procedure act, chapter 34.05 RCW.

[1994 c 33 § 16; 1993 c 468 § 10.]

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RCW 19.146.235 Director -- Investigation powers -- Duties of person subject to examination or investigation.

For the purposes of investigating complaints arising under this chapter, the director may at any time, either personally or by a designee, examine the business, including but not limited to the books, accounts, records, and files used therein, of every licensee and of every person engaged in the business of mortgage brokering, whether such a person shall act or claim to act under or without the authority of this chapter. For that purpose the director and designated representatives shall have access during regular business hours to the offices and places of business, books, accounts, papers, records, files, safes, and vaults of all such persons.

The director or designated person may direct or order the attendance of and examine under oath all persons whose testimony may be required about the loans or the business or subject matter of any such examination or investigation, and may direct or order such person to produce books, accounts, records, files, and any other documents the director or designated person deems relevant to the inquiry. If a person who receives such a directive or order does not attend and testify, or does not produce the requested books, records, files, or other documents within the time period established in the directive or order, then the director or designated person may issue a subpoena requiring attendance or compelling production of books, records, files, or other documents. No person subject to examination or investigation under this chapter shall withhold, abstract, remove, mutilate, destroy, or secrete any books, records, computer records, or other information.

Once during the first two years of licensing, the director may visit, either personally or by designee, the licensee's place or places of business to conduct a compliance examination. The director may examine, either personally or by designee, a sample of the licensee's loan files, interview the licensee or other designated employee or independent contractor, and undertake such other activities as necessary to ensure that the licensee is in compliance with the provisions of this chapter. For those licensees issued licenses prior to March 21, 1994, the cost of such an examination shall be considered to have been prepaid in their license fee. After this one visit within the two-year period subsequent to issuance of a license, the director or a designee may visit the licensee's place or places of business only to ensure that corrective action has been taken or to investigate a complaint.

[1997 c 106 § 14; 1994 c 33 § 17; 1993 c 468 § 11.]

RCW 19.146.250 Authority restricted to person named in license -- Exceptions.

No license issued under the provisions of this chapter shall authorize any person other than the person to whom it is issued to do any act by virtue thereof nor to operate in any other manner than under his or her own name except:

- (1) A licensed mortgage broker may operate or advertise under a name other than the one under which the license is issued by obtaining the written consent of the director to do so; and
- (2) A broker may establish one or more branch offices under a name or names different from that of the main office if the name or names are approved by the director, so long as each branch office is clearly identified as a branch or division of the main office. Both the name of the branch office and of the main office must clearly appear on the sign identifying the office, if any, and in any advertisement or on any letterhead of any stationery or any forms, or signs used by the mortgage firm on which either the name of the main or branch offices appears.

[1997 c 106 § 17; 1993 c 468 § 16.]

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Appendix – Pertinent Mortgage Broker Statutes & Rules

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1	WAC 208-660-060 Department's fees and assessments.	
2	(2) Upon completion of any examination of the books and records of a licensee, the department will furnish to the licensee a billing to cover the cost of the examination. The examination charge will be calculated at the rate of \$46.26 per hour that	
3	each staff person devoted to the examination. The examination billing will be paid by the licensee promptly upon receipt. Licensees that were issued licenses prior to March 21, 1994, have prepaid in their initial license fee the cost of the first compliance examination of the licensee conducted by the department during the first two years after the date of issuance of	
4	the license.	
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6 7	[Statutory Authority: RCW 18.44.410, 19.146.223, 19.146.225, 19.146.265, 31.04.165, 31.45.200. 01-12-029, § 208-660-060, filed 5/29/01, effective 7/1/01; 96-04-028, recodified as § 208-660-060, filed 2/1/96, effective 4/1/96. Statutory Authority: RCW 19.146.225. 95-13-091, § 50-60-060, filed 6/21/95, effective 7/22/95; 94-23-033, § 50-60-060, filed 11/8/94, effective 12/9/94. Statutory Authority: 1993 c 468 § 9. 94-03-009, § 50-60-060, filed 1/7/94, effective 2/7/94.]	
8	WAC 208-660-061 Fee increase.	
9	The division intends to increase its fee and assessment rates each year for several bienniums. The division intends to initiate a rule making for this purpose each biennium. This rule provides for an automatic annual increase in the rate of fees and assessments each fiscal year during the 2001-03 biennium.	
10	(1) On July 1, 2002, the fee and assessment rates under WAC 208-660-060, as increased in the prior fiscal year, will increase by a percentage rate equal to the fiscal growth factor for the then current fiscal year. As used in this section, "fiscal	
11	growth factor" has the same meaning as the term is defined in RCW 43.135.025.	
12	(2) The director may round off a rate increase under subsection (1) of this section. However, no rate increase may exceed the applicable fiscal growth factor.	
13	(3) By June 1 of each year, the director will make available a chart of the new rates that will take effect on the immediately following July 1.	
14 15	[Statutory Authority: RCW 18.44.410, 19.146.223, 19.146.225, 19.146.265, 31.04.165, 31.45.200. 01-12-029, § 208-660-061, filed 5/29/01, effective 7/1/01.]	
16	WAC 208-660-125 Recordkeeping and other requirements for advertising materials.	
17	(3) A licensee shall advertise only under the name or names on its license.	
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19	[Statutory Authority: RCW 19.146.223 and 19.146.225. 02-21-100, § 208-660-125, filed 10/22/02, effective 11/22/02; 96-04-028, recodified as § 208-660-125, filed 2/1/96, effective 4/1/96. Statutory Authority: RCW 19.146.225. 95-13-091, § 50-60-125, filed 6/21/95, effective 7/22/95.]	
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25	Appendix – Pertinent Mortgage Broker Statutes & Rules DEPARTMENT OF FINANCIAL INSTITUTIONS Division of Consumer Services 150 Israel Rd SW	

1	WAC 208-660-150 Disclosure of significant developments.
2	(3) A licensee must notify the director in writing within five days after a change in the licensee's: (a) Name or legal status (e.g., from sole proprietor to corporation, etc.);
3	
4	(e) State master business license;
5	[96-04-028, recodified as § 208-660-150, filed 2/1/96, effective 4/1/96. Statutory Authority: RCW 19.146.225. 95-13-091, § 50-60-150, filed 6/21/95, effective 7/22/95. Statutory Authority: 1993 c 468 § 9. 94-03-009, § 50-60-150, filed 1/7/94, effective 2/7/94.]
6 checuve 2/1/94.]	
7	WAC 208-660-160 License application denial or condition; license suspension or revocation. The director may deny or condition approval of a license application, or suspend or revoke a license if the applicant or licensee, or any principal or designated broker of the applicant or licensee:
8	
9	(14) Has performed an act of misrepresentation or fraud in any aspect of the conduct of the mortgage broker business or profession;
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11	[Statutory Authority: RCW 43.320.010, 19.146.223. 01-01-044, § 208-660-160, filed 12/8/00, effective 1/8/01; 96-04-028, recodified as § 208-660-160, filed 2/1/96, effective 4/1/96. Statutory Authority: RCW 19.146.225. 95-13-091, § 50-60-160, 10.160 10.16
12	filed 6/21/95, effective 7/22/95. Statutory Authority: 1993 c 468 § 9. 94-03-009, § 50-60-160, filed 1/7/94, effective 2/7/94.]
13	WAC 208-660-165 Fines and penalties for violation of the Mortgage Broker Practices Act. Each mortgage broker and each of its principals, designated brokers, officers, employees, independent contractors, and
14	discretion of the director, subject the violator to a fine of up to one hundred dollars for each offense. Each day's
15	continuance of the violation is a separate and distinct offense. In addition, the director in his or her discretion may by order assess other penalties for a violation of the Mortgage Broker Practices Act.
16	[96-04-028, recodified as § 208-660-165, filed 2/1/96, effective 4/1/96. Statutory Authority: RCW 19.146.225. 95-13-091, § 50-60-165, filed 6/21/95, effective 7/22/95; 94-23-033, § 50-60-165, filed 11/8/94, effective 12/9/94.]
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25	A-5 Appendix – Pertinent Mortgage Broker Statutes & Rules DEPARTMENT OF FINANCIAL INSTITUTIONS Division of Consumer Services 150 Israel Rd SW